



TOWN OF HUDSON

Library Board of Trustees



194 Derry Road • Hudson, New Hampshire 03051 • **Tel:** 603-886-6030 • **Fax:** 603-816-4501

Hudson Library Board of Trustees Approved Regular Meeting Minutes September 20, 2017

Present:

Trustee Robin Rodgers
Trustee Kara Roy
Trustee Linda Kipnes
Trustee Barbara Blue
Charles Matthews, Director
David Morin, Selectmen's Liaison

Called To Order:

Trustee Rodgers called the meeting to order at 6:00 p.m. and David Morin led the Pledge of Allegiance.

Public Input:

Pamela Ramsey, 7 Summer Avenue, Hudson, NH 03051 has come before the Board of Trustees to request use of either the Rodgers or the Hills Memorial Library to show a film and have an informational meeting on Sunday, October 22, 2017 from 1:00 p.m. to 3:00 p.m. Pamela represents the local Spiritual Assembly of the Baha'is of Hudson, NH. and would like to use the building to celebrate the bicentennial of the birth of the founder of the Baha'i faith with the rest of the town. There will be approximately 20-25 attendees. They will not be selling any good nor will there be a religious service. It is a celebration by a religious community where they will be showing a film about the Baha'i faith, the founder's life and its history. Refreshments will be served. There will be no attempt to recruit people. Since they will be showing a film, they will require the proper equipment. An insurance policy rider for \$1,000,000 will be required from the group and no alcohol will be allowed. This event is open to the public and all are welcome to attend.

The Board of Trustees unanimously agreed to allow this event to take place.

Interview of Trustee Candidates

Steve Middlemiss has agreed to fill the remaining term of Arlene Creeden which is up in March, 2018.

*Motion by Trustee Roy to have Steve Middlemiss fill the remaining term of Arlene Creeden.
Seconded by Trustee Kipnes. All in favor. Passed 4-0*

Report To Action:

Motion by Trustee Kipnes to accept the Public Minutes of August 9, 2017 as written. Seconded by Trustee Roy. All in favor. Passed 4-0.

Motion by Trustee Roy to accept Non-Public Minutes of August 9, 2017 as written. Seconded by Trustee Kipnes. All in favor. Passed 4-0.

Correspondence:

Jessie Hawkes has resigned and is moving to British Columbia with her husband. Lauren Young is back from maternity leave so we won't need to fill the position.

Digital Credit Union sent a donation of \$3500.0. This represents DCU's support of our organization which provides programs that will make a difference. In the past, we have used this money to support the DCU Concert Series.

Arlene Creeden's resignation letter was sent to Steve Malizia, Town Administrator.

Reports to the Board:

Treasurer's Report:

The Charles Schwab account still needs attention. Trustee Roy has a concern about a Brokerage fee of \$120.40 which was charged to the account for the first time. She will contact Representative at Charles Schwab. Otherwise, we are right on track with budgeting for this fiscal year. The Financial Practices Policy Manual is currently being worked on and should be ready for discussion at the next Board of Trustees' meeting.

Selectman's Liaison Report

David Morin would like to take a moment to thank Director Matthews for the report he prepared for the Budget Committee. He found it to be very informative and he learned quite a lot. Due to the Report, the Selectmen got the answers they were looking for.

New law regarding Capital Reserves. We are one of a very few Towns that is affected by this law. And what it does is requires the Town to put all Capital Reserves on a Warrant Article every single year, which can be a real problem for the Town. The Selectmen, the Boards and Chairman Luszey are working on trying to make a decision as to how we are going to do this. Because you have to put these funds into Capital Reserves Warrant Articles, the Warrant Article can actually drop \$1,000,000.00 and then when they go to do their voting it appears as though we saved a \$1,000,000.00. Another problem is if we take all the Capital Reserves into one (1) Warrant Article, if they vote no, we lose everything. If it doesn't get done that way, you could have 30-40 Warrant Articles and what are people going to do with that. So right now it has to be figured out how it is going to be done. I know they are working with Mr. Jasper to get that changed. We will most likely have to do one year as is before any changes are made. It is going to be the responsibility of all of the Boards to educate the public and help them to understand. All money going into the Capital Reserve has to be voted on with a Warrant Article. There have been several discussions on how to get this information out to the voters.

Director's Report

See attached.

Acceptance of Donations:

Motion by Trustee Roy to accept for August 3 books and 15 DVDs. Donation from Hannaford for \$36.00 and donation from Digital Credit Union for \$3,500.00. Seconded by Trustee Kipnes. All in favor. Passed 4-0.

Report From Friends:

The Friends funded the Library's movie license. Pole banners will be discussed at their next meeting along with supporting one half of the Overdrive Advantage expense. The Friends have a new website talking about the history of The Friends and all of the things they have accomplished over the past 40 years.

Old Business:

Light Pole Signs – The Friends will address supporting these signs at their next meeting.

Trustee Calendar – Discussion of Sunday hours and are there funds in the budget to support these hours. Calendar will be amended by changing “2017” to “2018” (typographical error).

New Business:

Sunday Hours –

Motion by Trustee Roy January 7, 2017 – April 15, 2017 minus April 1, 2017 for Easter Sunday. Seconded by Trustee Blue. All in favor. Passed 4-0.

Educational Assistance Policy – Educational assistance will come on a first come first served basis and requests will be decided by the Board of Trustees. Once the class has been successfully completed, then tuition assistance can be applied for as long as it is relevant to their job. \$500 per class would be the reimbursement amount per class. Conference registration and fees will be reimbursed up to \$450 as long as there are funds available. The current budgeted amount for this line item is \$2,000 per year.

Community Room Sound System is not working – Single Source Group, the company who installed the system, is out of business. Jim McIntosh recommended Access AV in Manchester, NH. They will be stopping by on Wednesday, September 27, 2017 to diagnose the problem. The cost for this diagnosis will be \$275. Trustee Roy has requested that if the cost to fix the sound system is in excess of \$1,000, than competitive bids will be needed.

Vacation Policy for Part Time Employees – Since the Town is doing the payroll for the Library, the BOT and Director Matthews will first review the town's vacation policy with regards to part-time employees. Once this policy has been reviewed and compared with the Library's current policy, the Trustees and Director will discuss possible options at their next BOT meeting scheduled for October 18, 2017.

Charles Schwab Representative Meeting – Trustee Roy will contact Charles Schwab Representative and invite him to attend the next Board of Trustees' meeting scheduled for October 18, 2017.

PLA 2018 Conference Expenses (March 2018) – This year’s conference is going to be held in Philadelphia. Director Matthews would like the Board of Trustees to fund the conference for 2 or 3 department heads to attend. The registration fee per person is \$560.00. Director Matthews will gather information and prepare a cost analysis to be presented at the October 18, 2017 meeting for consideration.

Step Program – Trustee Kipnes has been comparing our staff salaries with comparable towns (similar size, in the general area, etc.). The average minimum salary for Librarians is \$19.37 and the average maximum is \$26.81. These averages are from 2015 which is the last figures available. The hope would be to get all of our employees somewhere in the middle between these rates. Trustee Kipnes has prepared several statistical documents which were presented to the Board showing salary increases over a period of three (3) years showing the costs of both 3% and 4% raises per year. At the end of the three (3) year period, Hudson would still be on the low end of the salary scale, but the purpose of this Step Program would be to get people up to at least an average of what is comparable with other similar towns. This would allow us to hire and keep quality staff at the Library. Director Matthews mentioned the 2016 figures are now out and Trustee Kipnes will apply the updated information to her statistical documents.

Director Matthews will start work on a Warrant Article for salary increases and find out when the deadline is to present.

Motion by Trustee Roy to present a Warrant Article on March, 2018 that implements a Step Program to bring library salaries for full-time employees in line with similarly situated communities. Seconded by Trustee Blue. All in favor. Passed 4-0.

Strategic Plan workshop has been scheduled for October 4, 2017 at 5:00 p.m. at the Rodgers Library to discuss the Library’s Strategic Plan which is expiring October, 2017. An Agenda will be forwarded to the Town Hall for posting. Meeting Minutes will be prepared and posted after workshop takes place.

Trustee Comments:

Trustee Roy – It is new library card month so please come to the library and sign up.

Trustee Blue – Attended the seminar on Marketing and Branding which was very informative. She would like to see the Library create their own brand. This will be addressed during the Strategic Plan update.

Trustee Kipnes – Trustee Kipnes will be on vacation and will be unable to attend the October meeting. This month is fine amnesty month so if you have overdue books please bring them back. If a book is lost, you will have to pay to replace it.

Director Matthews – This is fine amnesty month. If we show the greatest percentage increase in borrowers for the month of September, we could win the Granit State Library Card Challenge

Trophy. This is the third year we have participated in this challenge and last year we came in second.

Non-Public Session:

Trustee Roy moved to enter into Non-Public Session under RSA91-A:3 II. (a)(d).

Chair called for a roll call vote

Trustee Roy – Yes

Trustee Rodgers – Yes

Trustee Kipnes – Yes

Trustee Blue - Yes

Enter Non-Public Session at 8:09 p.m.

Exit Non-Public Session at 8:31p.m.

Enter Public Session at 8:31p.m.

Motion by Trustee Blue to give Marguerite Grant a salary increase to \$13.00/hour. Seconded by Trustee Kipnes. All in favor. Passed 4-0.

Motion by Trustee Blue to hire James Taber as the Teen Librarian at a rate of \$18.00/hour. Seconded by Trustee Kipnes. All in favor. Passed 4-0.

Next Meeting:

Our next regularly scheduled meeting is October 18, 2017.

Adjourn:

Meeting adjourned at 8:34 p.m.

Respectfully submitted,

Terri Cicia
Administrative Assistant

Rodgers Memorial Library
Director's Report
Activity for August, 2017
September 20, 2017

Personnel

Christopher Leonard, our paid summer intern, left us August 11th to return to school. Kate Butler returned as a part-time Librarian effective August 14th to assist Vicky Sandin's transition to Technology Librarian. Jonathan Couser resigned effective August 19th as part-time Reference Library Assistant to accept a full-time teaching faculty position at Plymouth State University and his replacement, Roger Schwitalla, started August 22nd. Charlie was on vacation August 21-24 with Ann Carle serving as acting director. Children's part-time Library Assistant Jessie Hawkes has been accepted in a Library and Information Studies Masters' program at the University of British Columbia and is leaving us September 18th. Lauren Young, part-time children's Library Assistant returns September 12, Barbara Boucher, part-time Circulation Library Assistant, returns September 20, and Library Page Brett Richardson is unavailable but due to return mid-October.

Adult Services – Amy Friedman

Special Programs

DCU Free Concert Series: Fallen Houses, Classic Rock: Through a generous grant from Digital Credit Union, we are hosting free concerts on the second Saturday of each month throughout 2017 (outdoors Friday nights in July & August). On August 18 at 7:30pm we hosted Fallen Houses, a classic rock cover band indoors in the Community Room due to rain, which also contributed to a low turnout of 24 attendees.

Book Bingo for All Ages: On August 17th thirty people played Bingo for a chance to win popular books. Duane was our caller and we had book prizes appropriate for all ages to choose from.

Eclipse Party: We hosted an Eclipse Party during the August 21st total eclipse (a maximum of 60% at 2:40pm in Hudson). We showed NASA's *Eclipse Across America* megacast from 1:30-4 in the Community Room and provided 7 dozen "Eclipse Cookies" – sugar cookies painted with chocolate to look like a partial eclipse – baked by Erin's husband along with "Sunshine Punch" (lemonade in black cups). We ran out of food within the first hour and sent someone out for more cookies (black and white oreos for the eclipse theme) and we ran out of those too. The Children's Room had an eclipse craft: making a chalk picture that looked like a total eclipse, along with an eclipse fact sheet. We made some pinhole projectors on the 3D printer, patterned from the official eclipse site, and had NH-shaped cardboard pinhole projectors. Many media outlets advertised that eclipse safe viewing glasses were available at libraries and we received numerous calls about them, including about 50 in our first hour open on the day of the eclipse. Dave Wilder, a patron with NASA connections, gave us four dozen pairs of glasses a few days prior to the eclipse which we held for patrons to share who came to the party.

Approximately 250 people attended the event. Cars parked along the road and at the high school, and the lawn and parking lot were packed with eclipse viewers.

Adult Summer Reading Program: The Adult Summer Reading Program ran through July and August. Participants got a raffle ticket for every library book, audio book or e-book they read/listened to and films borrowed, restricted to library materials to encourage adult library use. This year's tickets ask for number of items so patrons bringing back six books didn't have to fill out six tickets. A staff member then logged the paper tickets into our online system. In previous years when patrons logged their own tickets online, participation plummeted. Amy got donations of gift certificates from Hudson restaurants and purchased some gift certificates to Barnes and Noble for prizes and winners were picked at the end of the program. Participants also received a coupon for a free book at the Secondhand Prose book sale for registering for our Summer Reading Program. This year we were able to track number of individual participants as well as number of books read and had 149 participants and issued 1,353 tickets.

Library Film Series (sponsored by the Friends of the Library)

Free Friday Film Festival: With better attendance at our matinee movies than our evening movies during the year, and with other events scheduled for a number of Friday nights during the summer, we scheduled 3:30pm matinees for our Free Friday Films this summer. We had requests for evening showings but couldn't find a consistent night throughout the summer to hold it and didn't have the staff time to open the library an additional two hours. Next year Amy plans to return to both matinee and evening screenings. This month's films were: *Hidden Figures* (August 4th – 21 attendees), *The Zookeeper's Wife* (August 11th – 48 attendees), *Going in Style* (August 18th – 30 attendees) and *Fences* (August 25th – 18 attendees).

Free Family Film: This month's film was *The Boss Baby*. Free Family Films are shown on fourth Saturdays at 10am during June-August because the library closes at 1pm. Nine people attended.

Regularly Scheduled Adult Programs

Art Exhibit: Judy Palfrey was this month's Community Room art exhibitor. Judy did not have a reception.

Book Discussion Groups

Afternoon: Amy's afternoon book discussion group meets the third Tuesday of the month at 1:30pm. This month was a book/film discussion of *Hidden Figures*, the story of previously unknown black women mathematicians who helped with calculations for early space flights. The film was shown at 11:30 and a discussion followed. Seven people attended.

Evening: Gina's evening book discussion group meets on the first Thursday of the month at 7pm. Gina had people share their favorite books they recently read recently. Two people attended.

Drop in Stitchers: This Friday morning program drew 74 people this month despite having to be moved to the Hills Library one week because of the cardboard maze in the Community Room.

Genealogy Club: The Genealogy Club also met in the Hills Library on the second Friday of

the month due to the cardboard maze. Jonathan Couser facilitated and 10 people attended.

Geopolitics in Today's World: Presenter John Penasack has been facilitating a program to bring awareness of how geography and economics influence on politics and international relations on Thursdays from 11:30-1:30. Eighty-four people attended this month.

Group Singing: With Linda on guitar, Amy lead a group signing event at Fairview Healthcare. They spent an hour in Laurel Place assisted living and another hour in the memory care unit. Many of our regular participants come by to sing with the residents. Amy compiled loose leaf notebooks with lyrics to songs that she and Linda thought would appeal to the older people. Thirty-three people participated in the group sing.

Life Coaching Event: Master Certified Life Coach Diane MacKinnon, MD presents a different life coaching topic on the second Tuesday at 7. Thirteen people attended this month's topic "How to Coach Yourself".

Publicity/Outreach:

Amy sends out weekly programming information updates to local newspapers with information on programs happening within the next few weeks. Our programs are publicized on HCTV along with a monthly segment that and Amy tapes on upcoming events. Programs are listed in our newsletter, on our website, and on the bulletin boards. Big events like concerts and Humanities programs are posted on various online calendars like NHtodo. We also have a Facebook page with over 900 "likes". Charlie offers a monthly men's discussion group at the Senior Center and Kristen reads weekly to residents of Fairview Healthcare. We now have a new sign with large, changeable letters that we put along Derry Road to advertise upcoming library events. This month we participated in Hudson Old Home Days where we hosted a library table with information about our services.

Displays:

Our multi-tier book lobby display holds our newest books. Other themes this month included eclipse display for our eclipse party with astronomy books and books with sun, moon or "eclipse" in the title. We also displayed "Dog Days of Summer" books about dogs, "Beach Reads", American Adventure month with travel books on different destinations in the US, our Staff Picks, and a new games display.

Reference/Teen Services – Vicky Sandin

Regularly Scheduled Programs

Teen Takeover at Your Library (TT@YL): TT@YL got off to a strong start this year. Wednesday, August 30 – Attendance: 17.

Mother Daughter Book Club: The August MDBC was canceled due to girls' and moms' summer plans.

Summer Reading 2017 – “Build a Better World”

Girls Who Code Summer Camp: For our Finale on August 9, we invited parents to view the girls’ projects and indulge in our very own ice cream sundae bar! Tuesday, August 1 and Wednesday, August 9 - Attendance: **27**.

SRP Finale: We invited all teens to come indulge in our ice cream sundae bar and pick up their prizes, but not many showed up. Wednesday, August 9 - Attendance: **6**

SRP Wrap Up Statistics

Registered teen participants: **110**

Number of books read: **1,128**

Total number of participants for all events, June 28 through August 9 (six weeks): **258**

Number of prizes awarded: **28**

Reference Report

August Reference Statistics:

Programs/Room Usage	Number	Attendees
Adult	36	786
Teen	4	50
Community Room Usage	48	939
Study Room Usage	46	100
Tests proctored	0	
Genealogy Requests	0	
Internet Usage (Guest Passes: 200)	689	
WiFi Users	539	
Total Internet/WiFi Users	1,228	

Room Booking Statistics:

- Unable to book (Whenever a patron requests meeting space but is unable to book the space): 0
- Booked, but not at first choice of date/time (Whenever a patron successfully books meeting space, but not at the original time requested because the time requested is already booked): 0
- Bumped from room (Whenever a patron or group of patrons is bumped from a room, typically due to elapsed time and other waiting patrons): 0

NOTE: Numbers were down from previous months due to summer holiday.

Circulation Department – Linda Pilla

The library was open **280** hours in August. Overall August circulation was down 5% from July and down 25% from August 2016. The very large drop in circulation from August of last year was, in large part, due to recording a very large number of professional periodicals for in-house circulation at one time. We issued **100** new patron cards, a total

of **52** outgoing fax transactions were sent according to the Ricoh printer transmission log, and we notarized **22** documents in August. We currently have **2** patrons utilizing our Books by Mail program. We used the 3-D Printer this month for staff projects and are preparing for Fine Amnesty Month in September.

Downloadable eBooks, eAudiobooks, Freegal: Patrons checked out **664** eBooks and **577** eAudiobooks. Freegal had 277 downloads from 23 different users.

Visitor count: We had **8418** visitors averaging **312** per day in August, down 7% from July and down 4% from August 2016. Our highest count was **739** on Monday, August 21st for the Eclipse Party, and our lowest was **117** on Saturday, August 19th.

August Statistics:

Interlibrary Loans	Total
Hudson Patron Requests Submitted	204
Hudson Patron Requests Filled	153
Other Libraries Requests Submitted	264
Other Libraries Requests Filled	187

Children’s Room – Betsey Martel

Activity	Programs	Attendance
Summer Reading Shows	2	396
Summer Reading Programs	8	452
Total	10	848
Outreach	2	200

Programs:

August’s big programs were Steve Blunt and Norman Ng. Steve had a huge crowd of 208 that we packed into the children’s room since the grass was wet. Norman’s performance was held at Hills Garrison with 188 in attendance. Another big program was the Harry Potter themed Escape Room. Our intern Chris was a huge help setting up and running the room. Each hour slot was for up to 6 players, and all but three spots were filled. Almost every single person who escaped (and they all did) asked for us to do another one. Some of the kids wanted to do this one again! Our August programs also included Little Builders, Slimy Story Time, Stupendous STEAM, Quadro Build and a Tinker Lab. Mrs. New Hampshire (America) Diana Erickson did a program we called Stories in Nature for us. She came in her crown to talk about her platform which is connecting kids to nature.

Projects:

We were very busy with summer reading program, which ran a week longer this year, so we really were not able to complete or even start many projects! Betsey and several Children’s Room staffers met on a Sunday to work on reorganizing the office space, a never ending challenge since we work with lots of “stuff” on a daily basis. We also talked and created our fall schedule for programs. We are adding new programs as well as reworking old programs.

Outreach:

Tanya and Betsey participated in the Early Learning Center Community Fair, and the Meet & Greet at Hills Garrison elementary. We gave out 13 new cards at the fair, and 5 new cards at Hills Garrison.

Volunteers:

Christopher, Emma, Matthew, Crystal and Kelly volunteered in August. They have all been amazing help. Christopher has mentioned that he would like to continue volunteering in the fall.

Technical Services – Ann Carle

Technical Services staff assisted with the Solar Eclipse event on August 21. Marguerite moved some items from other children's collections to the newly formed Educational Resources location in Evergreen at Betsey's request. Marguerite assisted Vicky with small IT emergencies throughout the month.

Archives: Ann has started reorganizing map case 4. On the cover of each folder is a barcode, call number, title, date, author, and contents with the copy count. When complete the Excel spreadsheets will list each folder, by drawer, with the above information and placed on top of the map case for easy access.

Better World Books: Better World Books accepted 28 books.

Information Technology – Charlie Matthews reporting

Internet Outage: Our FairPoint Internet went down Sunday August 27 which affected our website and staff access except for Evergreen which is hosted remotely. Wireless (Comcast) was not affected and we were able to circulate material normally using laptops until FairPoint service personnel replaced a power supply and restored our Internet connection at 3:30pm on Monday, August 28th. Marguerite downloaded Evergreen onto patron laptops #7 and 9 to use when we lose power or go offline but remain open. These laptops are not available for patron use.

Building Maintenance – Bob Gagnon

Wells & Son installed a new irrigation system pump on August 4th. Southern NH Pest Control performed our second annual treatments at the Rodgers and the Hills buildings on August 14th. Pennichuck Water did our second backflow test on August 23rd. Nashua Outdoor Equipment did a full service on our commercial mower on August 24th and Matt Somers, Building Trades instructor at Alvirne, delivered our new shed on August 18th.

Other

Volunteers: Heather Smith, working with Alberta Bronson, has joined us to dust shelves.

Power Outage: We experienced two power outages resulting from a August 17th truck accident on Derry Road. Power went out for about 5 minutes at the time of the accident and later for about an hour while Eversource worked on the wires. The generator

provided emergency lighting, phone service, WiFi, but not much else. Brian had remotely brought up most of our services and we were back on line by that evening, with Vicky restoring the remaining services the following morning. The sound system in the Community Room also failed – likely due to a power surge after the outage. Bob and Brian have checked all the connections and we’ve scheduled Access AV to come in and troubleshoot the problem.

Incident Report: A toddler tripped into the book house in the Children’s Room and hit his mouth and nose on the granite window sill on 9/8 at 5:45pm. The boy’s nose was swollen, a tooth was chipped, and his lip was cut. Children’s Room staff applied first aid and offered to call 911 but his grandparents, who were accompanying the boy, declined. The grandmother completed an Incident Report and submitted it to Kristen and Charlie has followed up with the grandmother regarding the incident and submitted an accident report to our insurance carrier Primex,

Books & Crooks: Charlie appeared on WSMN 1590’s *Books and Crooks* with HPD’s Sgt. Dan Conley on August 3rd and Linda Pilla appeared August 31st. Our turn on the program comes up every 4 weeks and we hope to have more staff members appearing.

Meetings and Staff Development

Aug 3: Department Heads Meeting

Aug 4: Quarterly All-Staff Meeting

Aug 8: IT Meeting (Charlie, Ann, Brian)

Aug 16: Town Joint Loss Safety Committee Meeting (Charlie)

Aug 17: Department Heads Meeting

Upcoming Events

Sep 1-30: Library Card Sign-up & Fine-Free Month

Sep 21: NHLTA Regional Meeting, 6:30pm

Sep 23: Trustees’ and Rodgers Family Reception, 10:00am-12noon

Sep 28: Strategic Planning & Execution for Non-Profits, Rivier, 8:00-10:30am

Oct 4: Trustees Strategic Planning Meeting, 6:00pm

Oct 9: Staff Training Day (Columbus Day)

Oct 14: DCU Concert Series: New England Voices in Harmony, 2:00pm

Oct 19: Board of Selectmen Budget Meeting, 7:00pm

Oct 21: Unlaunch’d Voices: An Afternoon with Walt Whitman, 3:00pm

Nov 11: DCU Concert Series: Two Old Friends, 2:00pm

Nov 29: Budget Committee Budget Review

Dec 9: DCU Concert Series: Jazz First Holiday Concert, 2:00pm

Respectfully submitted,

Charlie Matthews, Library Director